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PATENT T.D.  
010284

04/05/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2143

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR  
COMMUNICATING WITH SERVICE  
TECHNICIANS IN A TELECOMMUNICATIONS  
SYSTEM

Commissioner for Patents  
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Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56,  
hereby advise the United States Patent and Trademark Office of the references listed on  
the accompanying form PTO/SB/08A *Information Disclosure Statement by Applicant*  
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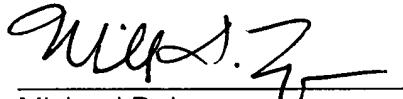
Patricia A. Mack

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Respectfully submitted,

Date: 3/29/04

  
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Substitute for form 1449A/PTO				<i>Complete if Known</i>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/074,325
(use as many sheets as necessary)				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2143
				Examiner Name	
Sheet	1	of	1	Attorney Docket Number	010284

<b>U.S. PATENT DOCUMENTS</b>					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code <sup>2</sup> (if known)			
		US2002/0120713A1	08-29-2002	Gupta et al.	

<b>FOREIGN PATENT DOCUMENTS</b>					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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<b>NON PATENT LITERATURE DOCUMENTS</b>					
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